

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 22, 2011

TC LETTER: 11-01

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: **CHILD SUPPORT PROGRAM ORIENTATION VERSION 7.0**

The Department of Child Support Services (DCSS) is pleased to release Version 7.0 of the Child Support Program Orientation (CSPO) curriculum. The complete Version 7.0 curriculum package, including the participant resource guide, the trainer guide, PowerPoint slides, exercises, mandatory handouts, and the completion certificate template with instructions, can be downloaded from the California Child Support Central (CA CS Central) website at:

<https://central.dcss.ca.gov/ReferenceMaterial/training/default.aspx>

If you have difficulty downloading the materials, please contact Kristin Durham at (916) 464-5057 or by email at [Kristin.Durham@dcss.ca.gov](mailto:Kristin.Durham@dcss.ca.gov). This new version of CSPO materials is a result of substantial content validation, and as a result, prior versions of CSPO materials should no longer be used.

Please see the attached document for a summary of the changes.

If you have any questions or concerns regarding the materials, please contact Deborah Wolfe at (916) 464-7050 or by email at [Deborah.Wolfe@dcss.ca.gov](mailto:Deborah.Wolfe@dcss.ca.gov).

Sincerely,

o/s by

BILL OTTERBECK  
Deputy Director  
Child Support Services Division

Attachment: CSPO V 7 Summary of Changes

cc: IV-D Directors  
Statewide Training Steering Committee

TC Letter 11-01  
August 22, 2011  
Page 2

bc: DCSS Leadership  
STS Staff  
George Chance  
John Brooding  
Deborah Wolfe  
Kristin Durham  
PDF Copy to California Child Support Central (CA CS Central)

V:\ChildSupportServices\STS\Letters & Memos\TC Letters 2011

# **CSPO V 7.0 Summary of Changes**

## **Chapter 1- Big Picture**

- Important Legislation (page 12) – added paragraph under PRWORA about Tribal TANF programs.
- Federal Performance Measures (pages 22-24) – graphs have been updated.
- Performance Improvement Tools (page 25) – Strategic Plan section has been updated to reflect DCSS new plan.
- Performance Improvement Tools (page 25) – the section on Performance Management Approach has been updated to reflect new statewide goals.
- Performance Improvement Tools (page 26) – the section on Compliance has been updated to reflect current practices.
- California Child Support Automation System (page 30) – the section on Statewide Uniformity with CCSAS has been updated.
- Case Evaluation (page 31) – List of Values has been updated to reflect Strategic Plan.
- Identifying Basic Data Elements in a Case (page 32) – Under Case Status, the term “Interstate” has been changed to “Intergovernmental” and the definition has changed to include Tribal cases.
- Identifying Basic Data Elements (page 33) – the section Case Participants has been updated to reflect additional participants who may be involved in a case.

## **Chapter 2 - Confidentiality**

No changes have been made to this chapter.

## **Chapter 3 - Case Flow**

- References to Interstate have been changed to Intergovernmental.

## **Chapter 4 - Intake**

- References to Interstate have been changed to Intergovernmental
- Request for Services (page 51) – The section on IV-D has been updated to include information on the Statewide On Line Application.
- Request for Services (page 52) – a section on Tribal TANF has been added.

## Chapter 5 – Locate

No changes have been made to this chapter.

## Chapter 6 – Establishment

- Forms at the end of the chapter have been updated to the current version.
- What is an Enforceable Child Support Order? (page 72) – added reference to Tribal court orders.
- Establishment of a Child Support Order (page 73) – added reference to Tribal Child Support Orders under examples of existing orders.
- Rescind or Set Aside a Declaration (page 80) – the URL to use to download the Declaration of Rescission Form (CS-915) has been updated.

## Chapter 7 – Review and Adjustment

- References to Interstate have been changed to Intergovernmental.

## Chapter 8 – Enforcement

- Earnings and Employers (page 115) – the Earnings section has been updated to include In kind tribal orders.
- Income Withholding Order/Notice for Support (page 120) – this section has been updated.
- Medical Support Enforcement (page 121) – this section has been updated.
- Financial Institution Data Match (FIDM) and Multi-State Financial Institution Data Match (MS-FIDM) (page 124) – this section has been added.
- DCSS Full Collection Program (FCP) (page 125) – this section has been updated to reflect current business process.
- Special Enforcement Actions (page 125) – this section has been updated.
- IRS Full Collection Service – this section has been removed from the Participant Guide.
- Project Save Our Children (page 129) – this section has been updated to reflect OCSE changes to requirements.
- Private Collection Agencies (PCA) (page 131) – this section has been updated to reflect CSSIN Letter 10-01 changes.

## Chapter 9 – Intergovernmental

All references to Interstate have been changed to Intergovernmental throughout the chapter.

- Introduction to Intergovernmental (page 151) – a Note regarding OCSE Final Rule has been added.
- Introduction to Intergovernmental (page 151) – section on California Central Registry (CCR) has been added.
- Federal and State Timeframes (page 152) – 75 calendar day timeframe to respond to inquiries from initiating State has been added.
- Foreign Reciprocating Countries and Foreign Countries with State Level Agreements (page 157) – this section is new to the Participant Guide.

## Chapter 10 – Financial Management

This chapter has been completely rewritten. It includes information on the changes to Financial Management based on the Federal Deficit Reduction Act (FDRA) of 2005.

## Chapter 11 – Case Closure

No changes have been made to this chapter.

## Chapter 12 – Customer Service

- Professional Communications (page 201) – the section “Know Your Equipment” has been updated to include information on Enterprise Customer Service Solution (ECSS).

## Chapter 13 – Appendix

No changes have been made to this chapter.